

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: INFORMATION TECHNOLOGY BUSINESS ANALYST III -  
Information Technology

SALARY GROUP: B24

DEPARTMENT: Information Technology Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Tina A. Clark DATE: 12/01/2020

POSITION #: 008283

**I. JOB SUMMARY**

Performs advanced business analysis work. Work involves coordinating the gathering, development, and documentation of user requirements; the review, assessment, and development of business processes; the creation and validation of user acceptance testing; the performance of post-implementation support of systems; support of the systems development life cycle; and supervising the work of others. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Coordinates the analysis and testing of procedures and information systems for efficiency and effectiveness; coordinates and analyzes user requirements, procedures, and problems to automate and improve existing systems; coordinates and analyzes computer system capabilities, workflow, and scheduling limitations; and participates in user acceptance testing and testing of new system functionality.
  - B. Coordinates the development and review of complex system documents to convey business requirements and support efficient system design; coordinates the preparation of charts, diagrams, tables, flowcharts, and other technical documentation regarding information technology systems and computer applications; and prepares reports outlining study findings and recommendations following the Systems Development Life Cycle (SDLC) methodology.
  - C. Coordinates the analysis of program policies and procedures to determine their effect on automated systems and system functional areas; coordinates the service request life cycle through customer-related service request responses, business requirements coordination, technical specifications and related artifacts review, and monitors system integration and user acceptance testing prior to implementation; and confers with management regarding the status and progress of studies and projects being conducted.
  - D. Coordinates the development, documentation, and revision of system design procedures, test procedures, and quality standards; provides technical assistance in the design, development, implementation, and modification of new and existing systems; and coordinates the development of online help systems, operational manuals, educational materials, technical training, and information programs for automated systems.
  - E. Supervises the work of others.
- \* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

1. Graduation from an accredited senior high school or equivalent or GED and seven years full-time, wage-earning experience in at least two of the following functions: information systems analysis, business process analysis, planning, documenting requirements, designing, testing, software or systems quality assurance engineering, or deployment

or

sixty semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) with twelve semester hours in Management Information Systems, Information Technology, or a related field and five years full-time, wage-earning experience in at least two of the following functions: information systems analysis, business process analysis, planning, documenting requirements, designing, testing, software or systems quality assurance engineering, or deployment

or

Bachelor's degree in Information Technology, Business, or a related field from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of education (USDE) and five years full-time, wage-earning experience in at least two of the following functions: information systems analysis, business process analysis, planning, documenting requirements, designing, testing, software or systems quality assurance engineering, or deployment.

2. Three years full-time, wage-earning project management or project coordination experience.
3. One year full-time, wage-earning experience in the use of Microsoft Office Suite or equivalent to include word processing spreadsheet, database, or presentation software programs.
4. Experience in the supervision of employees preferred.
5. Governmental program experience preferred.
6. Criminal justice experience preferred.

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**B. Knowledge and Skills**

1. Knowledge of the limitations and capabilities of computer systems and the techniques used in the design of automated systems.
2. Knowledge of business process and systems analysis techniques and practices.
3. Knowledge of the principles, practices, and techniques of computer programming and system design.
4. Knowledge of project management practices and techniques.
5. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
6. Skill to communicate ideas and instructions clearly and concisely.
7. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
8. Skill in administrative problem-solving techniques.
9. Skill to review technical data and prepare technical and managerial reports.
10. Skill to collect, organize, analyze, and present technical information.
11. Skill in public address.
12. Skill in the use of computer and related equipment in a stand-alone or local area network environment.
13. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
14. Skill to train others.
15. Skill to supervise the work of employees.

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**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, dolly, and automobile.